



DEAN D. EFSTATHIOU, Acting Director

# COUNTY OF LOS ANGELES

## DEPARTMENT OF PUBLIC WORKS

*"To Enrich Lives Through Effective and Caring Service"*

900 SOUTH FREMONT AVENUE  
ALHAMBRA, CALIFORNIA 91803-1331  
Telephone: (626) 458-5100  
<http://dpw.lacounty.gov>

ADDRESS ALL CORRESPONDENCE TO:  
P.O. BOX 1460  
ALHAMBRA, CALIFORNIA 91802-1460

IN REPLY PLEASE  
REFER TO FILE: 1-0

March 19, 2008

TO: Each Supervisor

FROM: Dean D. Efstathiou   
Acting Director of Public Works

### **NOTICE OF INTENT TO INCREASE MAXIMUM WORK AMOUNT OF AN INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDER**

This memo is to notify your Board of our intent to request the Internal Services Department to increase the maximum work order amount of Information Technology Support Services Master Agreement (ITSSMA) Work Order N04-0509 with KBL Consulting, Inc., from \$299,999 to \$449,999, reflecting an increase of \$150,000 and extending the Work Order through March 30, 2009. In accordance with the ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000. We anticipate this increase will be sufficient to provide continuous on-site maintenance, support, and enhancement of Public Works' network infrastructure until the current vacancy is filled with a permanent employee. Towards this end, the Department is actively recruiting candidates.

### **BACKGROUND**

Initially, this Work Order was awarded to provide network infrastructure support due to the loss of senior Information Technology staff. Services include the design, configuration, installation, and maintenance of network equipment such as routers, switches, and firewalls. Public Works uses over 100 network devices to support users at its headquarters and 74 field offices.

It has been difficult to find well-qualified candidates to fill the Department's vacancy, and attempts to recruit employees from other departments have been unsuccessful. Subsequently, an open competitive Senior Operating System Analyst exam was opened to recruit the public. To date, this effort has also been unsuccessful. Our next step will be to open a specialized network exam in hopes of attracting qualified candidates.

### **SCOPE OF WORK**

Under this amendment, KBL will continue to provide resources to maintain, enhance, and support Public Works' network infrastructure. Specifically, KBL will perform the following services:

1. Lead network administration functions under Public Works' Project Manager.
2. Maintain, enhance, and support Public Works' network equipment.
3. Train Public Works' technical staff, transfer knowledge, and document completed work.
4. Assess security vulnerabilities and recommend security solutions and policies/procedures to secure network infrastructure.
5. Coordinate activities with vendors selected by Public Works to support existing and new systems.
6. Lead projects under Public Works' Project Manager.
7. Develop technical requirements for new network equipment implementations.
8. Support information security incidents including hacker attacks, viruses, and system access violations.

### **JUSTIFICATION**

The current time and materials Work Order was competitively bid and awarded in December 2005. KBL has provided resources to support Public Works' network infrastructure since then and is currently assisting with the following projects:

1. Implementation of Blue Coat proxy server.
2. Evaluation and implementation of a Network Access Control solution.
3. Replacement of core Cisco router and switches.

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The successful completion of the projects is crucial to the network environment of Public Works and requires a timely and seamless implementation. To this end, KBL has acquired extensive knowledge working with Public Works' network infrastructure and has successfully facilitated the completion of various projects.

### **FISCAL IMPACT**

There will be no impact on net County costs. KBL's hourly rate will remain the same. Sufficient funds are available in the Department's Fiscal Year 2007-08 budget.

### **NOTIFICATION TIMELINE**

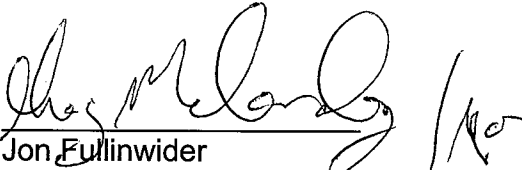
Consistent with ITSSMA policies and procedures, we are hereby informing your Board of our intent to request an amendment to the existing Work Order. In two weeks, absent of any inquiries from your office, we will notify the Internal Services Department to proceed with the Work Order amendment.

If you have any questions, please contact Isaac Gindi of my staff at (626) 458-4107.

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cc: Chief Executive Office (William T Fujioka, Lari Sheehan)  
Chief Information Office  
County Counsel  
Executive Office

  
Jon Fullinwider  
Chief Information Officer  
Noted and Approved